

# One-Stop Operator Report

## Alaska Job Center Network



**ALASKA DEPARTMENT OF LABOR  
& WORKFORCE DEVELOPMENT**

### Labor Exchange Program Participants (10/1/2008 to 9/30/2009)

Registered Participants .....	139,164
Total Veterans and Transitional Service Member (TSM) Participants .....	13,200
Total Youth Participants .....	4,230
Number of Participants that Entered Employment .....	33,832
Retained Employment at Six Months .....	47,459
Total Job Openings Received from Employers .....	51,801
Daily Customers Served in Job Center Resource Rooms .....	278,793

### Career Support & Training Services Participants (10/1/2008 – 9/30/2009)

#### Workforce Investment Act (WIA)

##### Adult

Total Adults .....	4,460
Entered Employment Rate (Adults) .....	81%
Credential and Employment Rate (Adults) .....	67%
Six-Month Retention Rate (Adults) .....	78%
Six-Month Average Earning (Adults) .....	\$16,836

##### Dislocated Worker

Total Dislocated Workers .....	777
Entered Employment Rate (Dislocated Worker) .....	79%
Credential and Employment Rate (Dislocated Worker) .....	67%
Six-Month Retention Rate (Dislocated Worker) .....	81%
Six-Month Average Earning (Dislocated Worker) .....	\$22,480

#### State Training and Employment Program (STEP)

Total Participants .....	683
Total Exiters .....	268

#### Pipeline Training (PLT)

Total Participants .....	127
Total Exiters .....	50

Source Alaska Job Center *Preliminary* Performance Data, DOLWD

## **Current Projects**

### **Veterans Activities**

The Alaska Department of Labor and Workforce Development (DOLWD) connects veterans with many employment and training services in the state. Alaska is home to more than 74,000 veterans, the largest per capita population of veterans in the nation (according to the U.S. Veterans Administration).

Veterans and eligible spouses receive priority for all services through the Alaska Job Center Network (AJCN) statewide. Veteran job seekers are identified when they visit a job center and given Priority of Service. These individuals are referred directly to a veterans' representative. The Employment Security Division (ESD) has six FTE veterans' representatives stationed in offices located in Anchorage, Fairbanks, Juneau, Kenai and Mat-Su.

During State Fiscal Year 2009, DOLWD provided services to 324 transitioning service members and 1,723 recently separated veterans. DOLWD job center staff statewide served more than 13,000 veterans with employment and training services through the AJCN.

In addition to providing a priority of employment, training or apprenticeship services to veterans, we also host and conduct a series of Transition Assistance Program seminars on Eielson AFB, Elmendorf AFB, Fort Wainwright, Fort Richardson, and US Coast Guard Stations in Kodiak, Juneau, Sitka or other locations as scheduled. These seminars are specifically designed to prepare service members for military-to-civilian transition and prepare them to obtain employment, as well as to provide them information, referrals, and increased access to resources that can help them during their transition.

### **MyAlaska**

MyAlaska is a two-phase project. Phase I was recently completed and phase II began this month. This project will provide a portal that will allow Unemployment Insurance (UI) claimants to flow directly to ALEXsys without having to have multiple logon ID's and passwords. This will provide a seamless transition from the UI benefits system to the labor exchange system for our customers.

### **Reemployment Services**

The primary goal of ARRA Reemployment Services (RES) is to decrease the number of UI benefit weeks claimed by increasing the rate at which claimants become reemployed. To achieve this goal, Alaska's focus has been on job seeker self-assessment and self-identification of career paths. Recent accomplishments include a redesign of our RES model consisting of an updated RES orientation and five associated career tracks. The model is currently available in-person via RES workshops in eight job centers, and online via ALEXsys to selected UI claimants whose participation in RES is mandatory. We anticipate that the RES orientation and career tracks will be available to all UI claimants online through ALEXsys by March of this year.

Field staff in eight local offices report RES workshops and activities on a weekly basis. The detailed reports show a notable increase in RES service delivery to UI claimants from 157 services reported in October of 2009 to over 3,500 RES services reported in January of 2010. The most popular RES workshops are the RES Orientation and the Training Orientation Career Track.

## **Rapid Response Activity**

Rapid Response continues to address layoffs occurring statewide which affect a broad spectrum of industries. In calendar year 2009, Rapid Response program staff worked with 87 companies that laid off 1,884 workers. Rapid Response provides companies the information they need to ensure they conduct a legal and orderly layoff and ensures that the workers have the information they need on available services and benefits to assist them in transitioning into new employment.

## **Alaska Career Ready**

In October and November of 2009, the Alaska Operating Engineers Apprenticeship sent over 300 letters to applicants in the trades of Heavy Equipment Operator, Heavy Duty Mechanic, and Service Oiler. The letters stated that all applicants were required to take and achieve a level 4 on their WorkKeys assessments in order to get a job interview. The job centers agreed to administer all of the assessments. Although the Operating Engineers did not require the applicants to achieve the Alaska Career Readiness Certificate, each individual who earned a level 3 or higher on each assessment received their certificate in the mail. The Operating Engineers Apprenticeship staff reported they were happy with the quality of the applicants they were interviewing and the job centers ability to accommodate all the applicants in such a short period of time.

On January 21, 2010, a mail-out consisting of a letter and a brochure from the Commissioner was mailed to 18,000 Alaska employers. The mail-out provided information about the Alaska Career Readiness Certificate. In particular, it showed how employers could use the ACRC in one of three ways:

- **Recognize** that an ACRC proves an applicant has the core job skills necessary for the job;
- **Request** an ACRC from job applicants and refer those who do not have a credential to their local Job center; or,
- **Require** that job candidates have an ACRC and use it to evaluate employees for promotion.

The use of Career Ready 101, a computer-based training designed as preparatory courseware for WorkKeys to improve the basic skills measured by the WorkKeys system, has increased by 75 percent since its inception. Career Ready 101 provides self-paced and instructor-led lessons, automated course calendaring and combines all WorkKeys skills, comprehensive soft skills and life-literacy skills in one self-contained system.

The Career Ready 101 pre-courseware was also extended to 17 grantee organizations for the Summer Youth and Employment Program as a means to meet the Work Readiness Goal for WIA.

## **Youth First Activities**

In November 2009, we added a new Career Guide position at the Anchorage King Career Center. The duties and responsibilities of the new Career Guide include working with youth and young adults to create interest and provide support in learning about the job market, researching occupations, and applying for jobs and training programs in healthcare industries.

The Career Guides at the Anchorage King Career Center have been working with one of the visionary employers to put together an apprenticeship program that will have a true school-to-apprenticeship linkage. The linkage will allow selected students to become indentured while they are still attending school. This agreement means what they are learning in school will satisfy some of the entry-level requirements of the apprenticeship program. This is very exciting as it is the first bona fide school-to-apprenticeship linkage between an employer and the Anchorage School District.

In December 2009, the Ketchikan Daily News did an article on our Career Guide located there who did a presentation at the Ketchikan Chamber of Commerce luncheon on her position as Career Guide and the resources offered to youth in Ketchikan and surrounding areas. It was an excellent opportunity to extend information to the public about the youth career program and generated a lot of local interest and positive feedback.

For the period July through December 2009, Career Guides reached out and provided services to approximately 1,940 target groups including youth, teachers, administrators, and parents. Career Guides are well on their way to surpassing the Statewide Target Population goal of 2,000 by the end of Fiscal Year 2010.

## **Disability Program Navigator**

Recently, two DPN staff provided a workshop at the Sitka Job Center with attendees from the Division of Public Assistance, Southeast Alaska Independent Living Council, Center for Community, University of Alaska Southeast's Student Services, and the Division of Vocational Rehabilitation. Topics included Traumatic Brain Injury awareness; an introduction to the employment impacts of Fetal Alcohol Spectrum Disorder; the Americans with Disabilities Act and its impact on workers and employers; assistive technology and job accommodations; an introduction to Supplemental Security Income, Social Security Disability Insurance, and Work Incentives; customer service for people with disabilities and more. Many of the participants in the workshop reported the information was valuable as they were not aware of all the resources available.

A highlight of the workshop was presenting attendees with the 'Services for Job Seekers with Disabilities' CD, which was created by Alaska's DPN program. This CD provides information on a multitude of disabilities and includes guides, directories, brochures, contacts, presentations, and other information useful in guiding individuals with disabilities toward self-sufficiency.

## Registered Apprenticeship

In a continuing collaboration with the Division of Business Partnerships (DBP), Alaska Workforce Investment Board (AWIB) and the Office of Apprenticeship, the Department of Transportation and Public Facilities and Civil Rights Office, a Website called Earn and Learn Alaska ([earnandlearnak.org](http://earnandlearnak.org)) has been developed for employers and future apprentices. The website has information for employers interested in sponsoring apprenticeship, youth and their parents developing a career plan, and adults exploring the opportunity of apprenticeship.

The 2010 Apprenticeship Conference will be held on April 28<sup>th</sup> at the Egan Center located in downtown Anchorage. Registration and award nominations are being accepted at <http://jobs.alaska.gov/apprentice/10apps.html>. Conference seating is limited and registrations are being accepted on a first come, first serve basis. Nominations for the Apprentice of the Year, Instructor of the Year, and Sponsor/Employer of the Year will close at 5:00pm on Monday, March 15, 2010.

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